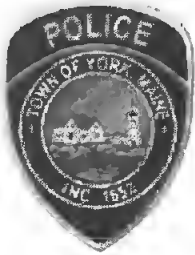


Thomas S. Cryan

From: Charles J. Szeniaowski
Sent: Thursday, August 29, 2019 2:06 PM
To: Matthew J. Calcina; Thomas S. Cryan; Melissa M. Avery
Subject: FW: FOAA: Ring partnership

The request should be completed by the 9th of September due to vacations .



Charles J. Szeniaowski
Chief of Police

Town of York, ME Police Department
9 Hannaford Drive, York, ME 03909-6244
i: www.yorkpolice.org
e: cszeniaowski@yorkpolice.org
p: (207) 363-1031
f: (207) 361-6818

Integrity Fairness Service Respect

From: Melissa M. Avery <mmavery@yorkmaine.org>
Sent: Thursday, August 29, 2019 8:18 AM
To: Charles J. Szeniaowski <cszeniaowski@yorkpolice.org>; Owen T. Davis <odavis@yorkpolice.org>; Steven J. Spofford <sspofford@yorkpolice.org>
Subject: FW: FOAA: Ring partnership

Good Morning!

Please see the FOAA request below regarding Ring. Within 5 business days I will need an estimated date that you think the request will be completed, which I will convey to Mr. Byrne. Once it is completed, please email it over to me, and I will get it to Mr. Byrne and will let you know if he has any follow up questions.

Thank you!
Missy

Melissa M. Avery
Assistant to the Town Manager

Town of York, Maine
186 York Street, York, ME 03909
Phone: (207) 363-1000 | Fax: (207) 363-1019

Please consider the environment before printing this email.

From: Stephen H. Burns <sburns@yorkmaine.org>
Sent: Thursday, August 29, 2019 8:12 AM
To: Charles J. Szeniaowski <cszeniaowski@yorkpolice.org>
Cc: Melissa M. Avery <mmavery@yorkmaine.org>
Subject: FW: FOAA: Ring partnership

Charlie,

Missy handles our FOAA requests but I thought you'd want a heads up on this. I caught something about this on the morning news today – something about privacy concerns and the arrangement between Ring and police departments.

Steve

Stephen H. Burns, Town Manager
York Town Hall, 186 York St., York ME 03909
(207) 363-1000
sburns@yorkmaine.org

From: Matt Byrne <mbyrne@pressherald.com>
Sent: Wednesday, August 28, 2019 5:51 PM
To: Stephen H. Burns <sburns@yorkmaine.org>
Subject: FOAA: Ring partnership

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Mr. Burns,

This is Matt Byrne, I'm a reporter at the PPH. This message is a request for public documents under the state's Freedom of Access Act. Please provide the following public records:

- 1.) All correspondence between Ring, it's subsidiaries or representatives, and any employee of the Town of York or it's police department between Sept. 1, 2018, and Aug. 28, 2019.
- 2.) All agreements, contracts, memoranda of understanding or other written documents that describe the agreement between Ring and York police.
- 3.) All training material, product descriptions, guides, FAQs or other documentation for software that is either provided to York Police in furtherance of their partnership with Ring or used in the training of officers in their use of Ring or its services.

If you have any concerns or questions please contact me at 791-6303.

Sincerely,
Matt Byrne

Matt Byrne

Staff Writer, Public Safety
Portland Press Herald/Maine Sunday Telegram
P: 207.791.6303
C: 207.210.3078
F: 207.791.6920

295 Gannet Dr
South Portland, ME 04106
[Sign up for Daily Headlines](#)

FOIA Request -Portland Press Herald:

- 1.) All correspondence between Ring, it's subsidiaries or representatives, and any employee of the Town of York or it's police department between Sept. 1, 2018, and Aug. 28, 2019.

Attached are copies of emails related to the RING Neighborhood program and York PD. Per RING legal all Ring Employee information is redacted see attached information:

Ring employees have strong personal privacy interests in their names and contact information. As private employees of a private company, moreover, Ring employees' names and contact information are not a legitimate matter of public concern. Ring employees' interest in the privacy of their contact information thus outweighs any possible public interest in such information. *See, e.g.,* 5 U.S.C. § 552(b)(6) (exempting from disclosure under the federal Freedom of Information Act (FOIA) "personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy"); *Associated Press v. Dep't of Justice*, 549 F.3d 62, 65 (D.C. Cir. 2008) (noting that a citizen's name and address have "been found to implicate a privacy interest cognizable under the FOIA exemptions").

- 2.) All agreements, contracts, memoranda of understanding or other written documents that describe the agreement between Ring and York police.

Attached is the MOU we were sent and responded to with RING in order to begin using the Neighborhood systems.

- 3.) All training material, product descriptions, guides, FAQs or other documentation for software that is either provided to York Police in furtherance of their partnership with Ring or used in the training of officers in their use of Ring or its services.

There is NO SOFTWARE provided this is an online access program for which we are an authorized law enforcement agency. The training of this program was an hour-long video session with the Ring Community Partners management team. The program information we had is attached in one of the email. Any other information you need can be obtained from the Ring Neighbors website which is <https://resources.nw.ring.com/hc/en-us>.

For any other information on the RING product or how the Neighbors Portal contact RING direct. For any other York Police information on this partnership please feel free to contact me at 207-363-1031.

Detective Sergeant Thomas Cryan



Neighbors by Ring
Memorandum of Understanding

This agreement is entered into this _____ day of _____, 2019 by and between Ring LLC ("Ring") and York Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make York's ("Town") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
 - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
 - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

- Make the Neighbors App available to Town residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

Term

Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

Compensation

At no point shall either party receive compensation from each other as a result of this program.

Confidentiality

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: _____

By: _____

Name: _____

Title: _____

Agency

Date: _____

By: _____

Name: _____

Title: _____

Verification Code* _____

*A four digit verification code was mailed to the primary point of contact at this agency to the address listed in public records. Please provide that code prior to submitting the MOU for processing.

Articles in this section



Neighbors App

20 days ago Updated

Why did Ring build a stand-alone app for Neighbors?

Users didn't realize that the Neighbors feature within the Ring App was free to use without a Ring device. We built the stand-alone app to avoid this confusion and because Ring wanted to make security and safety accessible to everyone. By bringing security to every neighbor with the free Neighbors App, communities can stay on top of crime and safety alerts as they happen.

Do you have to own a Ring device to sign up for the Neighbors App?

No, anyone can download the Neighbors App for free.

Is an address required to verify a neighbor's location when setting up the App?

Yes.

Why do we allow non-Ring videos and photos to be shared through the Neighbors App?

To be device inclusive. We want to let everyone participate in the Neighbors App to help make neighborhoods safer.

Can neighbors adjust filter views based on post types and time frame?

Yes.

Why does Ring keep neighbors anonymous when posting?

Users on Neighbors remain anonymous so that there is no fear of retribution for reporting a crime. Anonymous tips are already a dependable method law enforcement currently uses in trying to solve crimes (i.e. anonymous tip line). To prevent fear of retribution for sharing information.

Is content on the app reviewed and/or moderated before being published?

Yes.

Do videos shared on the Neighbors app have timestamps?

Timestamps on videos posted to the Neighbors app reflect the time the video was shared to the Neighbors app.

What's the character limit for a neighbor's post?

1,000 characters.

What's the character limit for comments?

500 characters.

Do all neighbor posts and comments make it to the feed?

No, posts that are not crime and safety related and otherwise violate our Community Guidelines do not make it to the feed.

What can neighbors do if non-crime or safety-related content is shared on the App?

They can flag inappropriate or non-relevant posts directly on the Neighbors App.

What can Portal users do if non-crime or safety-related content is shared on the App?

They can flag inappropriate or non-relevant posts for the Ring team to review by reaching out to communityalerts@ring.com

Will a neighbor's exact address or identity be shown once they share a post?

No.

How do neighbors know that someone replied to their post?

Neighbors will receive a push notification to their device.

Do News Alerts get approved by the Law Enforcement Agency before they are posted?

No, Ring's Content Team actively posts News Alerts based on real-time news updates.

Ring - Confidential Information for Authorized Users Only

Was this article helpful?

✓ Yes

✗ No

1 out of 1 found this helpful

Have more questions? [Submit a request](#)

[Return to top](#) ↑

Recently viewed articles

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[Key Features of the Neighbors Feed](#)

[Key Features of the Neighbors Portal for Law Enforcement](#)

[Templates for Law Enforcement Alerts](#)

[Social Media Announcements](#)

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[Ring Partnership](#)

[Admins and Users](#)

[Requesting Videos](#)

[Posting and Commenting](#)

[Neighbors Portal](#)

Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Monday, October 1, 2018 8:50 PM
To: Thomas S. Cryan
Subject: IACP Connect

Mr. Cryan,

I see you rsvp'd for our event on the October 7th and we look forward to meeting you. I wanted to get in touch prior to introduce myself. I handle city partnerships for Ring and I wanted to discuss our subsidy program with you. Please see details on our partnership below and let me know if you would be interesting in discussing. Thank you.

Ring wants to help reduce crime in the Town of York!

Ring is excited to propose a solution to the Town of York to help prevent residential burglaries and assist in the investigation of crimes in your community.

Overview

In an effort to reduce local crime and make our neighborhoods safer, Ring has successfully partnered with cities nationwide to implement a home security subsidy program. The subsidy program allows residents to purchase Ring devices at a discounted price, so we can make smart home security accessible to everyone.

About Ring

Ring is on a mission to reduce crime in neighborhoods. With a Ring Video Doorbell at your door and Security Cameras around the home, you can create a Ring of Security around your entire property and stop crime in its tracks.

Ring Video Doorbells and Security Cameras send you instant alerts on your phone, tablet and PC whenever motion is detected. Answer the alert, and you can see, hear and speak to people on your property from anywhere. If you catch something suspicious, Ring also lets you share the videos with neighbors and local law enforcement, so you can all work together to reduce local crime.

Program Details

Ring will give residents \$50 off any Ring Video Doorbell or Security Camera, and the city will match that offer with a \$50 subsidy. Together, we can offer a \$100 discount on Ring products to help residents protect their homes and reduce crime in their neighborhoods.

The subsidy can take place at an in-person event or an online code redemption system. A combo of both can also be done. We will work with the city to structure a partnership that works for the individual needs.

Ring recently partnered with the 16 cities in California to help residents prevent package thefts and home burglary attempts. For example a \$25,000 allocation was granted by Arcadia, allowing 500 residents to protect their homes with smart security. In return, the city has seen a reduction in residential burglaries. In late 2018 Arcadia will invest another \$25,000 in the program in their mission to reduce crime in Arcadia.

Ring allows residents to work together with neighbors and local law enforcement to reduce crime in neighborhoods, so we can help make our communities safer for all.

[REDACTED]

National Events Marketing Manager

RSVP

Powered by Splash
Make a Splash! at splashthat.com

122 W 26th St, New York, NY 10001

10001

Stacey Cooke
National Events Marketing Manager

ring

1523 26th St
Santa Monica, CA 90404

As seen on:

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)

Shark Tank: [Shark Tank's Biggest Company](#) (password [REDACTED])

LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)

Attachments area

Thomas S. Cryan

Subject: FW: Your booking with ring.com

Start: Thu 11/29/2018 1:00 PM
End: Thu 11/29/2018 3:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: [REDACTED]@ring.com

-----Original Appointment-----

From: [REDACTED]@ring.com [REDACTED]@ring.com>

Sent: None

To: [REDACTED]@ring.com; Thomas S. Cryan

Subject: Your booking with ring.com

When: Thursday, November 29, 2018 1:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where:

Thomas S. Cryan

From: Ring Support <help@ring.com>
Sent: Tuesday, November 13, 2018 2:53 PM
To: Thomas S. Cryan
Subject: Re: Missing Items

Hello Tom,

Thank you for contacting Ring Community Support!

My name is [REDACTED]. It was a pleasure speaking with you today. If you still have questions, concerns, or need any assistance, please do not hesitate to reply to this email and I will be happy to get back to you as soon as possible.

You can also reach us via phone at US [REDACTED] or INTL +1 [REDACTED] or by emailing your question to help@ring.com. We are also available for chat via our website at www.ring.com.

Thank you again for contacting Ring!

On Tue, Nov 13, 2018 7:40 PM, +12073634444 wrote:

Transferred Voice Message

On Tue, Nov 13, 2018 7:38 PM, +12073634444 wrote:

Voice Message

Thomas S. Cryan

From: Thomas S. Cryan
Sent: Tuesday, November 20, 2018 3:28 PM
To: [REDACTED]@ring.com
Subject: Cancel

Please cancel the previously scheduled 11/29/18 conference call with York PD at 1300? We did in fact reschedule to a new date

Regards



Det. Sgt. Thomas S. Cryan
Town of York, ME Police Department
9 Hannaford Drive, York, ME 03909-6244
i: www.yorkpolice.org
e: tcryan@yorkpolice.org
p: (207) 361-6810
f: (207) 361-6818

Thomas S. Cryan

Subject: FW: Your booking with ring.com

Start: Thu 12/13/2018 1:00 PM
End: Thu 12/13/2018 3:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: [REDACTED]@ring.com

-----Original Appointment-----

From: [REDACTED]@ring.com <[REDACTED]@ring.com>
Sent: None
To: [REDACTED]@ring.com; Thomas S. Cryan
Subject: Your booking with ring.com
When: Thursday, December 13, 2018 1:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where:

Thomas S. Cryan

Subject: Canceled event: Booked: Thomas tcryan@yorkpolice.org @ Thu Nov 29, 2018 1pm - 3pm (EST) (tcryan@yorkpolice.org)

Start: Thu 11/29/2018 1:00 PM
End: Thu 11/29/2018 3:00 PM

Recurrence: (none)

Organizer: [REDACTED]@ring.com

This event has been canceled.

Booked: Thomas tcryan@yorkpolice.org

When Thu Nov 29, 2018 1pm – 3pm Eastern Time - New York

Joining info meet.google.com/jwa-ihme-ijj

Or dial: +1 609-434-2124 PIN: [REDACTED]

Calendar tcryan@yorkpolice.org

Who

- [REDACTED]@ring.com - organizer
- tcryan@yorkpolice.org - optional

Booking made at 11/13/18 8:34 AM

Ref: RKUN-ZGSN-TDSQ

Title: Detective Sergeant

First Name: Thomas

Last Name: Cryan

Email: tcryan@yorkpolice.org

Phone number: +12073636055

Department Name: York Police Department

YCBM link ref: 505a11df-a757-4641-b2e9-6e8dd00b4fa3

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account tcryan@yorkpolice.org because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More.](#)

Thomas S. Cryan

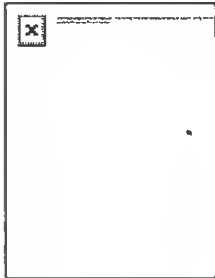
From: [REDACTED]@ring.com>
Sent: Tuesday, November 20, 2018 6:14 PM
To: Thomas S. Cryan
Subject: Re: Cancel
Attachments: image001.jpg

No problem at all. I look forward to speaking with you then.

On Tue, Nov 20, 2018 at 3:28 PM Thomas S. Cryan <tcryan@yorkpolice.org> wrote:

Please cancel the previously scheduled 11/29/18 conference call with York PD at 1300? We did in fact reschedule to a new date

Regards



Det. Sgt. Thomas S. Cryan

Town of York, ME Police Department

9 Hannaford Drive, York, ME 03909-6244

i: www.yorkpolice.org

e: tcryan@yorkpolice.org

p: (207) 361-6810

f: (207) 361-6818

--
[REDACTED]
Regional Manager of Field Operations



Thomas S. Cryan

From: Thomas S. Cryan
Sent: Tuesday, December 11, 2018 3:09 PM
To: [REDACTED]@ring.com
Subject: RE: Your booking with ring.com

We have a scheduling conflict due to officers being out for holiday time on Thursday and an agency meeting we are NOW required to attend. Can we rebook for after January 1, 2019?

-----Original Appointment-----

From: [REDACTED]@ring.com <[REDACTED]@ring.com>

Sent: None

To: [REDACTED]@ring.com; Thomas S. Cryan

Subject: Your booking with ring.com

When: Thursday, December 13, 2018 1:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where:

Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Tuesday, December 11, 2018 3:14 PM
To: Thomas S. Cryan
Subject: Re: Your booking with ring.com

Hey Sgt Cryan,

No problem at all. I will cancel the meeting on my side, just click on the link below and pick a new day and time that works for you. I have been recommending to the departments to have their PIO sit in on the meeting. If looking to move forward with the Law Enforcement Portal the PIO will need to know the full ins and outs for future press release of some sort.

[REDACTED] [youcanbook.me](#)

Thank,

On Tue, Dec 11, 2018 at 3:09 PM Thomas S. Cryan <tcryan@yorkpolice.org> wrote:

We have a scheduling conflict due to officers being out for holiday time on Thursday and an agency meeting we are NOW required to attend. Can we rebook for after January 1, 2019?

-----Original Appointment-----

From: [REDACTED]@ring.com [REDACTED]@ring.com>
Sent: None
To: [REDACTED]@ring.com; Thomas S. Cryan
Subject: Your booking with [ring.com](#)
When: Thursday, December 13, 2018 1:00 PM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where:

--
[REDACTED]
Neighborhood's Training Manager



1200 AM [REDACTED]
[REDACTED]
[REDACTED]@ring.com

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)
Shark Tank: [Shark Tank's Biggest Company](#) (password [REDACTED])
LA Times: [Ring modernized the doorbell, then went to war against crime](#)
USA Today: [Police say crime drops with video doorbell](#)

Thomas S. Cryan

Subject: Canceled event: Booked: Thomas tcryan@yorkpolice.org @ Thu Dec 13, 2018 1pm - 3pm (EST) (tcryan@yorkpolice.org)

Start: Thu 12/13/2018 1:00 PM
End: Thu 12/13/2018 3:00 PM

Recurrence: (none)

Organizer: [REDACTED]@ring.com

This event has been canceled.

Booked: Thomas tcryan@yorkpolice.org

When Thu Dec 13, 2018 1pm – 3pm Eastern Time - New York

Joining info meet.google.com/viz-tzcb-tvr

Or dial: +1 641-732-2582 PIN: [REDACTED]

Calendar tcryan@yorkpolice.org

Who

- [REDACTED]@ring.com - organizer
- tcryan@yorkpolice.org - optional

Booking made at 11/20/18 3:26 PM

Ref: ORVF-IUMT-IBBS

Title: Detective Sergeant

First Name: Thomas

Last Name: Cryan

Email: tcryan@yorkpolice.org

Phone number: +12073636055

Department Name: York Police Department

YCBM link ref: b1df9c03-ef16-4812-81b5-5c0d54a4c538

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account tcryan@yorkpolice.org because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More.](#)

Thomas S. Cryan

Subject: FW: Your booking with ring.com

Start: Tue 1/8/2019 3:00 PM

End: Tue 1/8/2019 5:00 PM

Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: [REDACTED]@ring.com

-----Original Appointment-----

From: [REDACTED]@ring.com <anthony.modestine@ring.com>

Sent: None

To: [REDACTED]@ring.com; Thomas S. Cryan

Subject: Your booking with ring.com

When: Tuesday, January 8, 2019 3:00 PM-5:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where:

Thomas S. Cryan

From: Matthew J. Calcina
Sent: Tuesday, December 11, 2018 3:19 PM
To: Thomas S. Cryan
Subject: Automatic reply: Your booking with ring.com

I'll be out of the office on vacation until 12/17/18.

Thomas S. Cryan

From: Thomas S. Cryan
Sent: Sunday, January 6, 2019 2:49 PM
To: [REDACTED]@ring.com
Subject: Accepted: Updated invitation with note: Booked: Thomas tcryan@yorkpolice.org @ Tue Jan 8, 2019 3pm - 5pm (EST) (tcryan@yorkpolice.org)

Title: Detective Sergeant

First Name: Thomas

Last Name: Cryan

Email: tcryan@yorkpolice.org

Phone number: +12073636055

Department Name: York Police Department

YCBM link ref: 5eebb16a-9e67-4485-933b-d8498ff5d236

Your attendance is **optional**.

Going (tcryan@yorkpolice.org)? **Yes - Maybe - No** [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account tcryan@yorkpolice.org because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More](#).

[https://www.uberconference.com/\[REDACTED\]](https://www.uberconference.com/[REDACTED])

I recommend the department's PIO attend this webinar.

Description:

Please feel free to forward this invitation to anyone in the department who might benefit from a better understanding on how Ring works with Law Enforcement to reduce crime in communities.

Review of Ring Law Enforcement Portal, a free service for law enforcement that provides access to the Ring Neighbors platform comprised of device owners and app users.

Features/Benefits

Current Users (LE)

Process and Next Steps

Q & A

In advance of the meeting, attendees are encouraged to download the free "Neighbors by Ring" app (IOS & Android)

Booking made at 12/11/18 3:17 PM

Ref: YOVG-YYPY-JSEP

Thomas S. Cryan

Subject: FW: Updated invitation with note: Booked: Thomas tcryan@yorkpolice.org @ Tue Jan 8, 2019 3pm - 5pm (EST) (tcryan@yorkpolice.org)

Start: Tue 1/8/2019 3:00 PM
End: Tue 1/8/2019 5:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: [REDACTED]@ring.com

-----Original Appointment-----

From: [REDACTED]@ring.com <[REDACTED]@ring.com>
Sent: Sunday, January 6, 2019 2:47 PM
To: [REDACTED]@ring.com
Cc: Thomas S. Cryan
Subject: Updated invitation with note: Booked: Thomas tcryan@yorkpolice.org @ Tue Jan 8, 2019 3pm - 5pm (EST) (tcryan@yorkpolice.org)
When: Tuesday, January 8, 2019 8:00 PM-10:00 PM tzzone://Microsoft/Utc.
Where:

This event has been changed with this note:

"Please join this call through your computer for a webinar presentation with the attached link below.

[https://www.uberconference.com/\[REDACTED\]](https://www.uberconference.com/[REDACTED]) ***I recommend the department's PIO attend this webinar.***

Description: Please feel free to forward this invitation to anyone in the department who might benefit from a better understanding on how Ring works with Law Enforcement to reduce crime in communities. Review of Ring Law Enforcement Portal, a free service for law enforcement that provides access to the Ring Neighbors platform comprised of device owners and app users. Features/Benefits Current Users (LE) Process and Next Steps Q & A In advance of the meeting, attendees are encouraged to download the free "Neighbors by Ring" app (IOS & Android)"

[more details »](#)

Booked: Thomas tcryan@yorkpolice.org

When Tue Jan 8, 2019 3pm – 5pm Eastern Time - New York

Joining info meet.google.com/zkg-duvk-jrb

Or dial: +1 417-929-2129 PIN: 795337753#

Calendar tcryan@yorkpolice.org

Who

- [REDACTED]@ring.com organizer
- tcryan@yorkpolice.org - optional

Changed: Please join this call through your computer for a webinar presentation with the attached link below.

Thomas S. Cryan

From: Thomas S. Cryan
Sent: Tuesday, January 8, 2019 2:41 PM
To: [REDACTED]@ring.com
Subject: Computer crashed

Anthony,

Our network has crashed here in the office. We will need to reschedule again for the meeting. Sorry for the inconvenience!

Tom Cryan
York PD

Sent from my iPhone

Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Tuesday, January 8, 2019 2:44 PM
To: Thomas S. Cryan
Subject: Re: Computer crashed

Not a problem, hopefully it didn't cause too much damage!

[https://\[REDACTED\].youcanbook.me](https://[REDACTED].youcanbook.me)

My schedule is free tomorrow till Friday. I do have this blocked off on my calendar to get some work done on my side but I would be happy to open a slot if you wanted to speak during that time frame.

On Tue, Jan 8, 2019 at 2:40 PM Thomas S. Cryan <tcryan@yorkpolice.org> wrote:

[REDACTED]

Our network has crashed here in the office. We will need to reschedule again for the meeting. Sorry for the inconvenience!

Tom Cryan
York PD

Sent from my iPhone

--
[REDACTED]
Neighborhood's Training Manager



[REDACTED]
[REDACTED]

[REDACTED]@ring.com

Reducing Crime in Newark NJ: [Newark Protect Project](#)
Shark Tank: [Shark Tank's Biggest Company](#) (password [REDACTED])
LA Times: [Ring modernized the doorbell, then went to war against crime](#)
USA Today: [Police say crime drops with video doorbell](#)

Thomas S. Cryan

From: Thomas S. Cryan
Sent: Tuesday, January 8, 2019 2:46 PM
To: [REDACTED]@ring.com
Subject: Declined: Updated invitation with note: Booked: Thomas tcryan@yorkpolice.org @ Tue Jan 8, 2019 3pm - 5pm (EST) (tcryan@yorkpolice.org)

Thomas S. Cryan

From: Ring Team <no-reply@ring.com>
Sent: Saturday, January 26, 2019 1:52 PM
To: Thomas S. Cryan
Subject: Meet the New Indoor/Outdoor Security Camera

ring

best view in
the house.





Stick Up Cam – the new security
stick up inside, outside and
between. Expand your Ring of
safety and watch over what's
important from anywhere.

Buy Now





ow my Front Door.”

connect your Ring Video
to Show and see who’s at your
t the sound of your voice.

95

Learn More



intended for tcryan@yorkpolice.org.

affiliates 1523 26th Street Santa Monica, CA 90404

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ring

Thomas S. Cryan

From: Thomas S. Cryan
Sent: Thursday, April 4, 2019 1:56 PM
To: [REDACTED]@ring.com'
Subject: Ring meeting

[REDACTED]

I am hoping you are still the POC for this but we still would like to set up a meeting with you? Can you send me the dates/times you would be available?

Thanks!



Det. Sgt. Thomas S. Cryan
Town of York, ME Police Department
9 Hannaford Drive, York, ME 03909-6244
i: www.yorkpolice.org
e: tcryan@yorkpolice.org
p: (207) 361-6810
f: (207) 361-6818

Thomas S. Cryan

From: [REDACTED] <[REDACTED]@ring.com>
Sent: Thursday, April 4, 2019 2:09 PM
To: Thomas S. Cryan; [REDACTED]
Subject: Re: Ring meeting

Hi Sgt Cryan,

I am not the point of contact anymore but I would be happy to point you in the right direction of who is! Please allow me to introduce you to [REDACTED] who is CC'd on this email. [REDACTED] will be able to set up a webinar meeting with you to discuss the Portal and your department can obtain this free access.

[REDACTED] Can you please reach out to Det Sgt Thomas Cryan of the York Police Department (ME) and provide him more information on how the Neighbors Portal works?

Thanks again for reaching back out, I hope to see you on the Portal soon!

[REDACTED]
Partner Success Associate
[REDACTED]



[REDACTED]
[REDACTED]
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.



On Thu, Apr 4, 2019 at 1:56 PM Thomas S. Cryan <tcryan@yorkpolice.org> wrote:



I am hoping you are still the POC for this but we still would like to set up a meeting with you? Can you send me the dates/times you would be available?

Thanks!



Det. Sgt. Thomas S. Cryan

Town of York, ME Police Department

9 Hannaford Drive, York, ME 03909-6244

l: www.yorkpolice.org

e: tcryan@yorkpolice.org

p: (207) 361-6810

f: (207) 361-6818

Thomas S. Cryan

From: Thomas S. Cryan
Sent: Thursday, April 4, 2019 2:14 PM
To: [REDACTED]
Subject: RE: Ring meeting

Thanks [REDACTED]

From: [REDACTED]@ring.com>
Sent: Thursday, April 4, 2019 2:09 PM
To: Thomas S. Cryan <tcryan@yorkpolice.org>; [REDACTED]@ring.com>
Subject: Re: Ring meeting

Hi Sgt Cryan,

I am not the point of contact anymore but I would be happy to point you in the right direction of who is! Please allow me to introduce you to [REDACTED] who is CC'd on this email. [REDACTED] will be able to set up a webinar meeting with you to discuss the Portal and your department can obtain this free access.

[REDACTED] Can you please reach out to Det Sgt Thomas Cryan of the York Police Department (ME) and provide him more information on how the Neighbors Portal works?

Thanks again for reaching back out, I hope to see you on the Portal soon!

[REDACTED]
Partner Success Associate
[REDACTED]@ring.com

ring

[REDACTED]
[REDACTED]
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

On Thu, Apr 4, 2019 at 1:56 PM Thomas S. Cryan <tcryan@yorkpolice.org> wrote:

I am hoping you are still the POC for this but we still would like to set up a meeting with you? Can you send me the dates/times you would be available?

Thanks!



Det. Sgt. Thomas S. Cryan

Town of York, ME Police Department

9 Hannaford Drive, York, ME 03909-6244

i: www.yorkpolice.org

e: tcryan@yorkpolice.org

p: (207) 361-6810

f: (207) 361-6818

Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Thursday, April 4, 2019 3:53 PM
To: [REDACTED]
Cc: Thomas S. Cryan
Subject: Re: Ring meeting

[REDACTED]
Thank you for the introduction.

Detective Sergeant Cryan,
Thank you for your interest in Neighbors Portal by Ring. Please allow me to present the Portal to you and your team in the form of a live webinar. I will share information in a separate email. Please feel free to call or email me if you have any questions.

Thank you for your time and interest in Neighbors Portal by Ring.

Sincerely,

[REDACTED]
Community Partnerships Manager
[REDACTED]@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Thu, Apr 4, 2019 at 11:09 AM [REDACTED]@ring.com> wrote:
Hi Sgt Cryan,

I am not the point of contact anymore but I would be happy to point you in the right direction of who is! Please allow me to introduce you to [REDACTED] who is CC'd on this email. [REDACTED] will be able to set up a webinar meeting with you to discuss the Portal and your department can obtain this free access.

[REDACTED] - Can you please reach out to Det Sgt Thomas Cryan of the York Police Department (ME) and provide him more information on how the Neighbors Portal works?

Thanks again for reaching back out, I hope to see you on the Portal soon!

[REDACTED]
Partner Success Associate



[REDACTED]
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.



On Thu, Apr 4, 2019 at 1:56 PM Thomas S. Cryan <tcryan@yorkpolice.org> wrote:

[REDACTED]

I am hoping you are still the POC for this but we still would like to set up a meeting with you? Can you send me the dates/times you would be available?

Thanks!



Det. Sgt. Thomas S. Cryan

Town of York, ME Police Department

9 Hannaford Drive, York, ME 03909-6244

i: www.yorkpolice.org

e: tcryan@yorkpolice.org

p: (207) 361-6810

f: (207) 361-6818

Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Thursday, April 4, 2019 3:55 PM
To: Thomas S. Cryan
Subject: Neighbors Portal by Ring

Detective Sergeant Cryan,

Thank you for your interest in Neighbors Portal by Ring. We would love to share information on the program through a live webinar, as per your convenience and availability. Please have a look at the link below and book a time that works for you.

Booking Link: [https://\[REDACTED\].youcanbook.me](https://[REDACTED].youcanbook.me)

The webinar shouldn't take more than an hour. While we encourage the participation of as many officers as are interested, the presence of the following personnel is essential to ensure optimal experience and results with Neighbors Portal by Ring:

- Partnership Coordinator
- Public Information Officer / Social Media Liaison
- Investigative - CID/Crime/Property Crime
- Community Outreach Officer

Please download the Neighbors app (<https://shop.ring.com/pages/neighbors>) prior to our webinar. Please feel free to call or email me if you have any questions. Thank you for your time. We look forward to hearing from you.

Sincerely,

[REDACTED]

Community Partnerships Manager
[REDACTED]@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

Thomas S. Cryan

Subject: FW: Your booking with Presentation

Start: Thu 5/9/2019 12:00 PM

End: Thu 5/9/2019 2:00 PM

Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: [REDACTED]@ring.com

Online meeting with RING for Neighborhood Portal access

-----Original Appointment-----

From: [REDACTED]@ring.com [REDACTED]@ring.com>

Sent: None

To: rohit.murti@ring.com; Thomas S. Cryan

Subject: Your booking with Presentation

When: Thursday, May 9, 2019 12:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where:

Thomas S. Cryan

From: Thomas S. Cryan
Sent: Friday, April 5, 2019 3:17 PM
To: [REDACTED]@ring.com
Subject: Accepted: Updated invitation with note: Neighbors By Ring - Law Enforcement Portal @ Thu May 9, 2019 9am - 11am (PDT) (tcryan@yorkpolice.org)

The webinar shouldn't take more than an hour. While we encourage the participation of as many officers as are interested, the presence of the following personnel is essential to ensure optimal experience and results with Neighbors Portal by Ring:

- Primary Point of Contact
- Public Information Officer / Social Media Liaison
- Investigative - CID/Crime/Property Crime
- Community Outreach Officer

Please download the Neighbors app (<https://shop.ring.com/pages/neighbors>) prior to our webinar. Thank you for your time.

First Name: Thomas

Last Name: Cryan

Title: Detective Sergeant

Department Name: York Police Department

State: Maine

Email: tcryan@yorkpolice.org

Phone number: +12073636055

Your attendance is **optional**.

Going (tcryan@yorkpolice.org)? **Yes - Maybe - No** [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account tcryan@yorkpolice.org because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. [Learn More](#).

Thomas S. Cryan

Subject: FW: Updated invitation with note: Neighbors By Ring - Law Enforcement Portal @ Thu May 9, 2019 9am - 11am (PDT) (tcryan@yorkpolice.org)

Start: Thu 5/9/2019 12:00 PM
End: Thu 5/9/2019 2:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: [REDACTED]@ring.com

-----Original Appointment-----

From: [REDACTED]@ring.com <[REDACTED]@ring.com>

Sent: Friday, April 5, 2019 3:07 PM

To: [REDACTED]@ring.com

Cc: Thomas S. Cryan

Subject: Updated invitation with note: Neighbors By Ring - Law Enforcement Portal @ Thu May 9, 2019 9am - 11am (PDT) (tcryan@yorkpolice.org)

When: Thursday, May 9, 2019 4:00 PM-6:00 PM tzzone://Microsoft/Utc.

Where:

This event has been changed with this note:

"Update: added webinar link, meeting ID and my contact details. Thank you!"

[more details »](#)

Changed: Neighbors By Ring - Law Enforcement Portal

When Thu May 9, 2019 9am – 11am Pacific Time - Los Angeles

Calendar tcryan@yorkpolice.org

Who

- [REDACTED]@ring.com - organizer
- tcryan@yorkpolice.org optional

Changed: Webinar link -

<https://ring.zoom.us/j/7101637734>

Meeting ID [REDACTED]

Contact Details:

[REDACTED]
[REDACTED]
[REDACTED]

Thomas S. Cryan

From: Thomas S. Cryan
Sent: Thursday, May 9, 2019 11:17 AM
To: [REDACTED]@ring.com
Subject: York PD

I am confirming the 12pm Ring meeting today? And are you conferencing us all or do we log in?



Det. Sgt. Thomas S. Cryan
Town of York, ME Police Department
9 Hannaford Drive, York, ME 03909-6244
i: www.yorkpolice.org
e: tcryan@yorkpolice.org
p: (207) 361-6810
f: (207) 361-6818

██████████@ring.com

The webinar shouldn't take more than an hour. While we encourage the participation of as many officers as are interested, the presence of the following personnel is essential to ensure optimal experience and results with Neighbors Portal by Ring:

- Primary Point of Contact
- Public Information Officer / Social Media Liaison
- Investigative - CID/Crime/Property Crime
- Community Outreach Officer

Please download the Neighbors app (<https://shop.ring.com/pages/neighbors>) prior to our webinar. Thank you for your time.

First Name: Thomas

Last Name: Cryan

Title: Detective Sergeant

Department Name: York Police Department

State: Maine

Email: tcryan@yorkpolice.org

Phone number: +12073636055

Your attendance is **optional**.

Going (tcryan@yorkpolice.org)? **Yes - Maybe - No** [more options »](#)

Invitation from: [Google Calendar](#)

You are receiving this courtesy email at the account tcryan@yorkpolice.org because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. [Learn More](#).

Thomas S. Cryan

Subject: FW: Updated invitation with note: Neighbors By Ring - Law Enforcement Portal @ Thu May 9, 2019 9am - 11am (PDT) (tcryan@yorkpolice.org)

Start: Thu 5/9/2019 12:00 PM
End: Thu 5/9/2019 2:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: [REDACTED]@ring.com

-----Original Appointment-----

From: [REDACTED]@ring.com <[REDACTED]@ring.com>

Sent: Friday, April 5, 2019 3:07 PM

To: [REDACTED]@ring.com

Cc: Thomas S. Cryan

Subject: Updated invitation with note: Neighbors By Ring - Law Enforcement Portal @ Thu May 9, 2019 9am - 11am (PDT) (tcryan@yorkpolice.org)

When: Thursday, May 9, 2019 4:00 PM-6:00 PM tzzone://Microsoft/Utc.

Where:

This event has been changed with this note:

"Update: added webinar link, meeting ID and my contact details. Thank you!"

[more details »](#)

Changed: Neighbors By Ring - Law Enforcement Portal

When Thu May 9, 2019 9am – 11am Pacific Time - Los Angeles

Calendar tcryan@yorkpolice.org

Who

- [\[REDACTED\]@ring.com](mailto:[REDACTED]@ring.com) - organizer
- tcryan@yorkpolice.org - optional

Changed: Webinar link -

[https://ring.zoom.us/j/\[REDACTED\]](https://ring.zoom.us/j/[REDACTED])

Meeting ID - [REDACTED]

Contact Details:

[REDACTED]

[REDACTED]

Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Thursday, May 9, 2019 11:52 AM
To: Thomas S. Cryan
Subject: Re: York PD

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Affirmative Sir. I'm logging in right now. You would need to log in through this link
- [https://ring.zoom.us/j/\[REDACTED\]](https://ring.zoom.us/j/[REDACTED]).

Sincerely,

[REDACTED]
Community Partnerships Manager
[REDACTED]@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Thu, May 9, 2019 at 8:17 AM Thomas S. Cryan <tcryan@yorkpolice.org> wrote:

I am confirming the 12pm Ring meeting today? And are you conferencing us all or do we log in?



Det. Sgt. Thomas S. Cryan

Town of York, ME Police Department

9 Hannaford Drive, York, ME. 03909-6244

i: www.yorkpolice.org

e: tcryan@yorkpolice.org

p: (207) 361-6810

f: (207) 361-6818

Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Thursday, May 9, 2019 1:25 PM
To: Thomas S. Cryan
Subject: Ring MOU - York Police Department, ME
Attachments: Ring MOU - York Police Department, ME.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Detective Sergeant Cryan,

Thank you for arranging our meeting today to learn about Ring's approach to reducing crime in communities.

An overview of our program:

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is Law Enforcement's access to our platform. Portal highlights include:

1. **No Cost** - Neighbors Portal is free to Law Enforcement.
2. **Community Engagement** - Law Enforcement's ability to join the conversation on the Neighbors app (about posted video or in response to posted comments).
3. **Alerts** - You may post alerts which are highly relevant (proximity) to the recipient.
4. **Video Request** - You may request videos from Ring device owners who may have captured footage, that may be of relevance to active investigations.

As you review the attached MOU, or if others will be charged with this task, please feel free to contact me at any time. [REDACTED] As part of our security protocol, I have mailed a postcard to you with a code. Once you receive it, please enter the code at the end of the MOU document, along with the signature, prior to sharing it with me via email.

In the case where the MOU may need to go before City Council, we want to be sure to provide the proper support in advance. Please let me know if this is the case and I will loop in our PR/Media team for support.

Could you please help me identify the personnel in the highlighted roles. Once we receive the signed copy of the MOU and the information below, we can move forward in the process.

- Partnership Coordinator - Detective Sergeant Thomas Cryan (tcryan@yorkpolice.org)
- Public Information Officer / Social Media Liaison - TBD
- Investigative (CID/Crime/Property Crime) - TBD
- Community Outreach Officer - TBD

Thank you again for meeting with me. I look forward to working with you and York Police Department.

Sincerely,

[REDACTED]
Community Partnerships Manager

[REDACTED]@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.



Neighbors by Ring
Memorandum of Understanding

This agreement is entered into this 20th day of May, 2019 by and between Ring LLC ("Ring") and York Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make York's ("Town") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
 - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
 - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

- Make the Neighbors App available to Town residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

Term

Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

Compensation

At no point shall either party receive compensation from each other as a result of this program.

Confidentiality

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.


RING LLC

5/21/2019

Date: _____

By: _____

DocuSigned by:


389F1A1F19C3476...

Name: _____

Title: _____ Director of Operations

Agency

Date: May 20, 2019

By: York Police Department

Name: Matthew J. Calcina

Title: Detective

Verification Code* A Q A W

*A four digit verification code was mailed to the primary point of contact at this agency to the address listed in public records. Please provide that code prior to submitting the MOU for processing.

Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Thursday, May 9, 2019 7:00 PM
To: Thomas S. Cryan
Subject: Re: Ring MOU - York Police Department, ME

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Detective Sergeant,

Please find the details below for the discount offered to your agency.

- Code - [REDACTED]
- Please use the link ring.com. The discount code will only work when used through ring.com.
- Please purchase the device from Ring using your specific work email address (@yorkpolice.org).
- Everyone in your agency will get \$50 off Ring Video Doorbell 2, Video Doorbell Pro, Video Doorbell Elite, Security Cams and Ring Alarm.
- The promotional offer is only available while supplies last.

Please let me know if you run into any issues with the code. Thank you.

Sincerely,

[REDACTED]
Community Partnerships Manager
[REDACTED]@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Thu, May 9, 2019 at 10:24 AM [REDACTED]@ring.com> wrote:
Detective Sergeant Cryan,

Thank you for arranging our meeting today to learn about Ring's approach to reducing crime in communities.

An overview of our program:

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is Law Enforcement's access to our platform. Portal highlights include:

1. **No Cost** - Neighbors Portal is free to Law Enforcement.
2. **Community Engagement** - Law Enforcement's ability to join the conversation on the Neighbors app (about posted video or in response to posted comments).
3. **Alerts** - You may post alerts which are highly relevant (proximity) to the recipient.
4. **Video Request** - You may request videos from Ring device owners who may have captured footage, that may be of relevance to active investigations.

As you review the attached MOU, or if others will be charged with this task, please feel free to contact me at any time. My cell number is [REDACTED]. As part of our security protocol, I have mailed a postcard to you with a code. Once you receive it, please enter the code at the end of the MOU document, along with the signature, prior to sharing it with me via email.

In the case where the MOU may need to go before City Council, we want to be sure to provide the proper support in advance. Please let me know if this is the case and I will loop in our PR/Media team for support.

Could you please help me identify the personnel in the highlighted roles. Once we receive the signed copy of the MOU and the information below, we can move forward in the process.

- Partnership Coordinator - Detective Sergeant Thomas Cryan (tcryan@yorkpolice.org)
- Public Information Officer / Social Media Liaison - TBD
- Investigative (CID/Crime/Property Crime) - TBD
- Community Outreach Officer - TBD

Thank you again for meeting with me. I look forward to working with you and York Police Department.

Sincerely,

[REDACTED]
Community Partnerships Manager
[REDACTED]



1523 26th St.
Santa Monica, CA 90404
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Thursday, May 23, 2019 7:05 PM
To: Thomas S. Cryan; Matthew J. Calcina; [REDACTED]
Subject: Neighbors Portal by Ring: Onboarding for York Police Department, ME
Attachments: Ring MOU - York Police Department, ME.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Sergeant Cryan and Detective Calcina,

Please find the fully signed MOU agreement, attached. Thank you for working with me through this process. Please allow me to introduce you to your Partner Success Associate - [REDACTED]

[REDACTED] brings extensive experience in the business and is well positioned to successfully onboard and work with you and York Police Department. The next step to commence Portal onboarding will be to set up a 1-hour webinar with you, key stakeholders and [REDACTED]. As the onboarding is of a 'train-the-trainer' style, we only require the following personnel to join:

- **Partnership Coordinator** - main champion for the Ring partnership.
 - o Name - Sergeant Thomas Cryan and Detective Matthew J. Calcina
 - o Email - tcryan@yorkpolice.org and mcalcina@yorkpolice.org
- **Press/Media Coordinator** - typically the PIO who will coordinate the initial partnership announcement and ongoing PR.
 - o Name - Detective Matthew J. Calcina
 - o Email - mcalcina@yorkpolice.org
- **Community Relations Coordinator** - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc..
 - o Name - Detective Matthew J. Calcina
 - o Email - mcalcina@yorkpolice.org
- **Investigative Coordinator** - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of videos.
 - o Name - Detective Matthew J. Calcina
 - o Email - mcalcina@yorkpolice.org
- **Social Media Coordinator** - your resident expert who is responsible for posting to social media.
 - o Name - Detective Matthew J. Calcina
 - o Email - mcalcina@yorkpolice.org

Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership. Please ensure you have access to a computer in order for us to screen-share the Portal with you. [REDACTED], could you please coordinate with Sergeant Cryan and Detective Calcina to identify a day and time that works for all of your schedules?

Thank you, to you all, for your time.

Sincerely,

[Redacted Name]

Community Partnerships Manager

[Redacted Email]@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Friday, May 24, 2019 1:18 PM
To: Thomas S. Cryan; Matthew J. Calcina
Cc: [REDACTED]
Subject: Re: Neighbors Portal by Ring: Onboarding for York Police Department, ME

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank's for that introduction [REDACTED]

Sgt Cryan and Det Calcina, Its a pleasure to be speaking with you again and I look forward to working with the York Police Department. As [REDACTED] mentioned our next step is to schedule a 1-hour webinar meeting with myself and all the key stakeholders listed above. Since it looks like both of you hold the most of key positions here, I would like to have you open this open to as many others in the department as possible.

As far as availability, I am currently available on June 4th at 1 pm Est or June 10th at 9 am Est. Please let me know if one of those two days work for you and the team so I can confirm your spot.

Thanks and let me know if you have any questions in the meantime!

[REDACTED]
[REDACTED]
[REDACTED]



[REDACTED]
[REDACTED]
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Thu, May 23, 2019 at 7:04 PM [REDACTED]@ring.com> wrote:
Sergeant Cryan and Detective Calcina,

Please find the fully signed MOU agreement, attached. Thank you for working with me through this process. Please allow me to introduce you to your Partner Success Associate [REDACTED]

Thomas S. Cryan

From: Matthew J. Calcina
Sent: Friday, May 24, 2019 1:26 PM
To: Thomas S. Cryan
Subject: Fwd: Neighbors Portal by Ring: Onboarding for York Police Department, ME

I'm away for the first one but second one would work for me.

Sent from my iPhone

Begin forwarded message:

From: [REDACTED] <[REDACTED]@ring.com>
Date: May 24, 2019 at 1:18:04 PM EDT
To: "Thomas S. Cryan" <tcryan@yorkpolice.org>, "Matthew J. Calcina" <mcalcina@yorkpolice.org>
Cc: [REDACTED] <[REDACTED]@ring.com>
Subject: Re: Neighbors Portal by Ring: Onboarding for York Police Department, ME

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank's for that introduction [REDACTED]

Sgt Cryan and Det Calcina, Its a pleasure to be speaking with you again and I look forward to working with the York Police Department. As [REDACTED] mentioned our next step is to schedule a 1-hour webinar meeting with myself and all the key stakeholders listed above. Since it looks like both of you hold the most of key positions here, I would like to have you open this open to as many others in the department as possible.

As far as availability, I am currently available on June 4th at 1 pm Est or June 10th at 9 am Est. Please let me know if one of those two days work for you and the team so I can confirm your spot.

Thanks and let me know if you have any questions in the meantime!

[REDACTED]
Partner Success Associate
[REDACTED]@ring.com

ring

Thomas S. Cryan

From: Thomas S. Cryan
Sent: Friday, May 24, 2019 1:28 PM
To: Matthew J. Calcina
Subject: RE: Neighbors Portal by Ring: Onboarding for York Police Department, ME

OK, go ahead and confirm the June 10th meeting

From: Matthew J. Calcina
Sent: Friday, May 24, 2019 1:26 PM
To: Thomas S. Cryan <tcryan@yorkpolice.org>
Subject: Fwd: Neighbors Portal by Ring: Onboarding for York Police Department, ME

I'm away for the first one but second one would work for me.

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]@ring.com>
Date: May 24, 2019 at 1:18:04 PM EDT
To: "Thomas S. Cryan" <tcryan@yorkpolice.org>, "Matthew J. Calcina" <mcalcina@yorkpolice.org>
Cc: [REDACTED]@ring.com>
Subject: Re: Neighbors Portal by Ring: Onboarding for York Police Department, ME

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank's for that introduction [REDACTED].

Sgt Cyran and Det Calcina, Its a pleasure to be speaking with you again and I look forward to working with the York Police Department. As [REDACTED] mentioned our next step is to schedule a 1-hour webinar meeting with myself and all the key stakeholders listed above. Since it looks like both of you hold the most of key positions here, I would like to have you open this open to as many others in the department as possible.

As far as availability, I am currently available on June 4th at 1 pm Est or June 10th at 9 am Est. Please let me know if one of those two days work for you and the team so I can confirm your spot.

Thanks and let me know if you have any questions in the meantime!

[REDACTED]
Partner Success Associate
[REDACTED]

Thomas S. Cryan

From: Matthew J. Calcina
Sent: Friday, May 24, 2019 1:45 PM
To: [REDACTED]
Cc: Thomas S. Cryan; [REDACTED]
Subject: Re: Neighbors Portal by Ring: Onboarding for York Police Department, ME

June 10th at 9am should work for us. We look forward to the meeting.

Matt

Sent from my iPhone

On May 24, 2019, at 1:18 PM, [REDACTED]@ring.com> wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank's for that introduction [REDACTED].

Sgt Cyran and Det Calcina, Its a pleasure to be speaking with you again and I look forward to working with the York Police Department. As [REDACTED] mentioned our next step is to schedule a 1-hour webinar meeting with myself and all the key stakeholders listed above. Since it looks like both of you hold the most of key positions here, I would like to have you open this open to as many others in the department as possible.

As far as availability, I am currently available on June 4th at 1 pm Est or June 10th at 9 am Est. Please let me know if one of those two days work for you and the team so I can confirm your spot.

Thanks and let me know if you have any questions in the meantime!

[REDACTED]
Partner Success Associate
[REDACTED]

ring

[REDACTED]
[REDACTED]
www.ring.com

Thomas S. Cryan

From: [REDACTED]<[REDACTED]@ring.com>
Sent: Friday, May 24, 2019 3:55 PM
To: Matthew J. Calcina
Cc: Thomas S. Cryan
Subject: Re: Neighbors Portal by Ring: Onboarding for York Police Department, ME

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Great, I will send out a calendar invite which will contain the link to join the webinar meeting.

I look forward to connecting with you then!

[REDACTED]
Partner Success Associate
[REDACTED]



[REDACTED]
[REDACTED]
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Fri, May 24, 2019 at 1:44 PM Matthew J. Calcina <mcalcina@yorkpolice.org> wrote:
June 10th at 9am should work for us. We look forward to the meeting.

Matt

Sent from my iPhone

On May 24, 2019, at 1:18 PM, [REDACTED]<[REDACTED]@ring.com> wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank's for that introduction Rohit.

Sgt Cryan and Det Calcina, Its a pleasure to be speaking with you again and I look forward to working with the York Police Department. As Rohit mentioned our next step

Thomas S. Cryan

From: Thomas S. Cryan
Sent: Friday, May 24, 2019 5:56 PM
To: [REDACTED]@ring.com
Subject: Accepted: Invitation: Onboarding York PD - ME 6/10 @ 9am Est. @ Mon Jun 10, 2019 9am - 10am (EDT) (tcryan@yorkpolice.org)

Thomas S. Cryan

From: Thomas S. Cryan
Sent: Monday, June 10, 2019 8:49 AM
To: [REDACTED]@ring.com
Subject: Accepted: Invitation: Onboarding York PD - ME 6/10 @ 9am Est. @ Mon Jun 10, 2019 9am - 10am (EDT) (tcryan@yorkpolice.org)

Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Monday, June 10, 2019 10:34 AM
To: Matthew J. Calcina; Mark E. Clifford; Thomas S. Cryan; Jamie A. Robie
Subject: Ring <> York PD Partnership!
Attachments: Social Media Asset York PD.pdf; Reference Sheet yorkme.pdf; Portal Announcement Flyer York PD.pdf

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Morning York PD Team!

Thank you for joining the training session of Neighbors Portal by Ring! Everyone should have received their initial email to create your account, please email me if you did not receive this email from No-reply@ring.com.

Below is a guide to get started which includes directions on creating your account, key takeaways from today's training, and your unique department link and promo code for special law enforcement offers.

Creating an Account

**Please access the Neighbors Portal using Firefox or Chrome. Internet Explorer is not compatible.*

1. Check your inbox for an email from Ring Team
2. Click the **Join Portal** button
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal


Key Takeaways


1. **Engage on Portal.** The more your community sees your involvement, the more effective Portal features become when interacting with them.


- A) Comment on every Neighbor Post. - Neighbors will see your title, last name, and Department Name when you comment.
- **Example (Ring Team [REDACTED] - York PD)**

Showing All Comments

Hide Comments

Neighbor 7 a month ago
Thank you for the heads up
10  Reply

Neighbor 14 a month ago
I have the Ring Stick Up Cams inside my vehicles.
10  Reply

Lt. Greene - Wolcott PD 23 days ago
Thank You for this post. The video clearly shows that if your doors are locked and your residence has some sort of security, in this case motion lighting, it will deter the criminals. Again thank you for the post. The Wolcott Police are investigating.
 Reply

- B) Law Enforcement Post - Neighbors will see the Name of the Department
- **Example (York PD)**

- Rye Brook PD 917-680-5000 • crime



1. The first step in the process of developing a business plan is to conduct a market analysis. This involves researching the industry, identifying potential customers, and understanding the competitive landscape.

1. Sign in → click on the blue profile icon in the upper right corner → **My Profile**
2. Click **Select Alert Zone**
3. Choose an **Alert Zone**

- *For Ring's law enforcement guidelines, please [click here](#).

- <https://communityprograms.ring.com/>

1. Download the FREE Neighbors App by texting [REDACTED] to [REDACTED] or by visiting download.ring.com/York

- *Discount does not apply towards accessories and/or already discounted devices, including but not limited to Ring Video Doorbell Classic

It was a pleasure meeting your team and I hope to connect again soon!

Title:

York PD Welcome Message!

Address: Enter in 2-3 Address spread throughout your Jurisdiction.

Description:

Hello York Community, This is Ring Team [REDACTED] from the York Police Department. Our police department is excited to be joining the Neighbors by Ring app in efforts to reduce crime in our Community. This app will allow the YPD to inform the community of real-time crime and safety events so you can always stay informed. The Neighbors by Ring App also allows you, the user, to see something share something directly with YPD. You do not need Ring devices to participate, anyone with any camera system can upload content to the Neighbors App! We are encouraging each and every one of you to spread the word out to the community about the Neighbors App. To download please text "Yorkme" to 555888. Remember if you see something share something and Report it to the York Police Department #555-555-5555

Thanks.

Ring Team [REDACTED]

Media:

If you are not posting any video/picture I recommend adding in the department's LOGO in this spot! It will make your post stand out more.

Best,
[REDACTED]

[REDACTED]
Partner Success Associate
[REDACTED]



www.ring.com



[Download the Neighbors App.](#)

Join the new neighborhood watch.



LE Discount Flyer York PD.pdf



Thomas S. Cryan

From: [REDACTED]@ring.com>
Sent: Monday, June 10, 2019 10:38 AM
To: Matthew J. Calcina; Mark E. Clifford; Thomas S. Cryan; Jamie A. Robie
Subject: Re: Ring<>York PD Partnership!

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Law Enforcement Post Template for Video Requesting:

TITLE: INCIDENT TYPE ON STREET NAME

ADDRESS: EXACT ADDRESS WHERE INCIDENT TOOK PLACE (EXACT ADDRESS IS NEVER SHOWN TO PUBLIC)

York Community, This is **OFFICER NAME** with the York Police Department. We are currently investigating a **INCIDENT TYPE** in which Ring is emailing Ring users on the York PDs behalf to gather any videos that can help with our investigation. This request is for any video that captured video on **ENTER THE DATE AND START/END TIME FRAME OF THE VIDEO REQUEST**. Ring users in this area, please check your inbox for an email coming from VideoRequest@ring.com to help us out! Any members of the community who may have other camera systems and captured video that could help investigators are asked to please share those videos/images with the York Police Department as this is a time sensitive matter. You can do this by emailing them to **EMAIL ADDRESS** Thank you all for your assistance in helping us Reduce Crime In Our Community. York PD #555-555-5555 Report#

[REDACTED]
Partner Success Associate
[REDACTED]

ring

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Mon, Jun 10, 2019 at 10:34 AM Anthony Modestine <anthony.modestine@ring.com> wrote:
Good Morning York PD Team!

Thomas S. Cryan

From: [REDACTED] <[REDACTED]@ring.com>
Sent: Thursday, June 13, 2019 3:51 PM
To: Matthew J. Calcina; Mark E. Clifford; Thomas S. Cryan; Jamie A. Robie
Subject: Portal Training Survey

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Afternoon York Pd Team,

I just want to thank you again for your time on Monday to allow me to train all of you on the Neighbors Portal.

If you could be so kind as to fill the survey below, I would greatly appreciate it!

Portal Survey

Thank you all again and please let me know if you need anything.

[REDACTED]
[REDACTED]
Partner Success Associate
[REDACTED]



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

Thomas S. Cryan

From: Ring Team <no-reply@ring.com>
Sent: Friday, July 12, 2019 4:17 PM
To: Thomas S. Cryan
Subject: Tech Tips to Keep Your Ring Account Safe

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



Keep your home protected and your Ring account too.

We may be a neighborhood security company, but to us, your online security is just as important. Here are some best practices to help your Ring account stay secure.



Enable two-factor authentication.

To add an extra layer of security, enable two-factor authorization in the Ring app, which helps secure your account with a text verification code to your mobile phone, in addition to your password, each time you log in.

Get Started



Matthew J. Calcina

From: Ring Team <no-reply@ring.com>
Sent: Monday, June 10, 2019 10:13 AM
To: Matthew J. Calcina
Subject: You've been invited to join Ring Neighbors Portal

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **York Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **York Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.



Email intended for mcalcina@yorkpolice.org.

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ring

From: [Ring Team](#)
To: [Matthew J. Calcina](#)
Subject: You've been invited to join Ring Neighbors Portal
Date: Monday, June 10, 2019 10:13:38 AM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **York Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **York Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.



Email intended for mcalcina@yorkpolice.org.

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From: [REDACTED]
To: [Matthew J. Calcina](#)
Subject: Re: Ring<>York PD Partnership!
Date: Tuesday, June 11, 2019 4:05:12 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Awesome, we will check back up in the next week or so and see if we gained some new Neighbor by Ring users in the jurisdiction. Remember to try and post I would say monthly basis so you can reengage residents into downloading that app that weren't lucky enough to see this post!

[REDACTED]
Partner Success Associate
[REDACTED]

ring-logo2x



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Tue, Jun 11, 2019 at 3:55 PM Matthew J. Calcina <mcalcina@yorkpolice.org> wrote:

I also put just the picture on Instagram and Twitter.



Matthew J. Calcina

Detective

Criminal Investigation Division

Town of York, ME Police Department

9 Hannaford Drive, York, ME 03909-6244

i: www.yorkpolice.org

e: mcalcina@yorkpolice.org

p: (207) 363-6055

f: (207) 361-6818

From: [REDACTED]
Sent: Tuesday, June 11, 2019 3:12 PM
To: Matthew J. Calcina <mcalcina@yorkpolice.org>
Subject: Re: Ring<>York PD Partnership!

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

No worries! Thanks for the update.

[REDACTED]

Partner Success Associate

[REDACTED]

[REDACTED]

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

[REDACTED]

On Tue, Jun 11, 2019 at 3:10 PM Matthew J. Calcina <mcalcina@yorkpolice.org> wrote:

It might be a little longer. I think they just updated Facebook or something. Completely different than what it was yesterday to post to our page.

I'll let you know,

Matt

Matthew J. Calcina

Detective

Criminal Investigation Division

Town of York, ME Police Department

9 Hannaford Drive, York, ME 03909-6244

i: www.yorkpolice.org

e: mcalcina@yorkpolice.org

p: (207) 363-6055

f: (207) 361-6818



From: [REDACTED]
Sent: Tuesday, June 11, 2019 3:01 PM
To: Matthew J. Calcina <mcalcina@yorkpolice.org>
Subject: Re: Ring<>York PD Partnership!

CAUTION: This email originated from outside of the organization. Do not click links or open attachments

unless you recognize the sender and know the content is safe.

Great, I'll keep my eye out for it!

[REDACTED]

Partner Success Associate
[REDACTED]

[REDACTED]

[REDACTED]

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

[Download the Neighbors App](#)
Join the new neighborhood watch.

[REDACTED]

On Tue, Jun 11, 2019 at 2:55 PM Matthew J. Calcina <mcalcina@yorkpolice.org> wrote:

I'll probably put it out very soon.

Matthew J. Calcina



Detective

Criminal Investigation Division

Town of York, ME Police Department

9 Hannaford Drive, York, ME 03909-6244

l: www.yorkpolice.org

e: mcalcina@yorkpolice.org

p: (207) 363-6055

f: (207) 361-6818

From: [REDACTED]
Sent: Tuesday, June 11, 2019 1:57 PM
To: Matthew J. Calcina <mcalcina@yorkpolice.org>
Subject: Re: Ring<York PD Partnership!

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Yep, we are good! Let me know when you plan on sending this out.

[REDACTED]

Partner Success Associate
[REDACTED]

[REDACTED]

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

On Tue, Jun 11, 2019 at 1:33 PM Matthew J. Calcina <mcalcina@yorkpolice.org> wrote:

Did we get any word on the below paragraph for Facebook? I received the press release and will get to that when I have a chance. I would just like to get this out on social media.

Thanks

matt



Matthew J. Calcina

Detective

Criminal Investigation Division

Town of York, ME Police Department

9 Hannaford Drive, York, ME 03909-6244

i: www.yorkpolice.org

e: mcalcina@yorkpolice.org

p: (207) 363-6055

f: (207) 361-6818

From: [REDACTED]
Sent: Monday, June 10, 2019 3:08 PM
To: Matthew J. Calcina <mcalcina@yorkpolice.org>
Subject: Re: Ring<Y>ork PD Partnership!

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

The York Police Department is the first police Department in Maine to team up with the App "Neighbors" by Ring. We will be using the Neighbors App to send out information on crimes, suspicious activity and safety tips. We ask if you see something crime/safety related to share it within the app to alert the York PD and your own neighbors. From time to time, the Ring Team may reach out to Ring users to assist us with our ongoing investigations. Please note this is to help us Reduce Crime in Our Community! You do not need to have a Ring camera to participate, you don't even need to own a surveillance camera to post information. The good thing is that "Neighbors" works with all types of surveillance cameras, so take a minute to try it out and help inform your neighbors of any suspicious activity or crimes occurring in your neighborhood! Again this is all ANONYMOUS. Remember if you see some share something! Text "Yorkme" to 555888 to download the FREE neighbors app!

Changed some things around, What are your thoughts on this? Also I am just waiting on my Media team, I should hear back from them soon. Let's hold off quickly and get the okay from them before sending this out.

Sent from my iPhone

On Jun 10, 2019, at 2:50 PM, Matthew J. Calcina <mcalcina@yorkpolice.org> wrote:

The York Police Department is the first police Department in Maine to team up with the App, "Neighbors" by Ring. We will be using "Neighbors" to send out information on crimes, suspicious activity, and safety tips. We will also

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be asking people to post any crimes or suspicious activity in their area. At times we will be asking people to share video to us on possible crimes in the area. The entire process is ANONYMOUS. You don't need to have a Ring camera to use this app, you don't even need to own a surveillance camera to use this app. The good thing is that "Neighbors" works with all types of surveillance cameras. Take a minute and try "Neighbors" and help inform your neighbors of any suspicious activity or crimes occurring in your neighborhood, again this is all ANONYMOUS.

From: [REDACTED]
To: [Matthew J. Calcina](#)
Cc: [Thomas S. Cryan](#)
Subject: Re: Neighbors Portal by Ring: Onboarding for York Police Department, ME
Date: Friday, May 24, 2019 4:02:26 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Will there be others in attendance during the meeting?

[REDACTED]

Partner Success Associate
[REDACTED]

ring-logo2x



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Fri, May 24, 2019 at 3:54 PM [REDACTED] wrote:
Great, I will send out a calendar invite which will contain the link to join the webinar meeting.

I look forward to connecting with you then!

[REDACTED]

Partner Success Associate
[REDACTED]

ring-logo2x



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Fri, May 24, 2019 at 1:44 PM Matthew J. Calcina <mcalcina@yorkpolice.org> wrote:
June 10th at 9am should work for us. We look forward to the meeting.

Matt

Sent from my iPhone

On May 24, 2019, at 1:18 PM, [REDACTED]
wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank's for that introduction [REDACTED].

Sgt Cyran and Det Calcina, Its a pleasure to be speaking with you again and I look forward to working with the York Police Department. As Rohit mentioned our next step is to schedule a 1-hour webinar meeting with myself and all the key stakeholders listed above. Since it looks like both of you hold the most of key positions here, I would like to have you open this open to as many others in the department as possible.

As far as availability, I am currently available on June 4th at 1 pm Est or June 10th at 9 am Est. Please let me know if one of those two days work for you and the team so I can confirm your spot.

Thanks and let me know if you have any questions in the meantime!

[REDACTED]
Partner Success Associate
[REDACTED]

ring-logo2x



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Thu, May 23, 2019 at 7:04 PM [REDACTED] >
wrote:

Sergeant Cryan and Detective Calcina,

Please find the fully signed MOU agreement, attached. Thank you for

working with me through this process. Please allow me to introduce you to your Partner Success Associate - [REDACTED].

[REDACTED] brings extensive experience in the business and is well positioned to successfully onboard and work with you and York Police Department. The next step to commence Portal onboarding will be to set up a 1-hour webinar with you, key stakeholders and [REDACTED]. As the onboarding is of a 'train-the-trainer' style, we only require the following personnel to join:

- **Partnership Coordinator** - main champion for the Ring partnership.
 - Name - Sergeant Thomas Cryan and Detective Matthew J. Calcina
 - Email - tcryan@yorkpolice.org and mcalcina@yorkpolice.org
- **Press/Media Coordinator** - typically the PIO who will coordinate the initial partnership announcement and ongoing PR.
 - Name - Detective Matthew J. Calcina
 - Email - mcalcina@yorkpolice.org
- **Community Relations Coordinator** - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc..
 - Name - Detective Matthew J. Calcina
 - Email - mcalcina@yorkpolice.org
- **Investigative Coordinator** - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of videos.
 - Name - Detective Matthew J. Calcina
 - Email - mcalcina@yorkpolice.org
- **Social Media Coordinator** - your resident expert who is responsible for posting to social media.
 - Name - Detective Matthew J. Calcina
 - Email - mcalcina@yorkpolice.org

Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership. Please ensure you have access to a computer in order for us to screen-share the Portal with you. [REDACTED], could you please coordinate with Sergeant Cryan and Detective Calcina to identify a day and time that works for all of your schedules?

Thank you, to you all, for your time.

Sincerely,

[REDACTED]

Community Partnerships Manager

ring-logo2x



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

From: [Ring Neighbors Portal Team](#)
To: [Matthew J. Calcina](#)
Subject: Neighbors Portal Maintenance: Video Request
Date: Tuesday, July 23, 2019 12:12:08 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



We want to make you aware that the Video Request feature is down for a bit of maintenance. We expect to have the Video Request feature back up and running by the middle of next week, at which point we'll update you via email. We appreciate your understanding and hope you have a good weekend.

Stay Safe,

The Ring Neighbors Portal Team



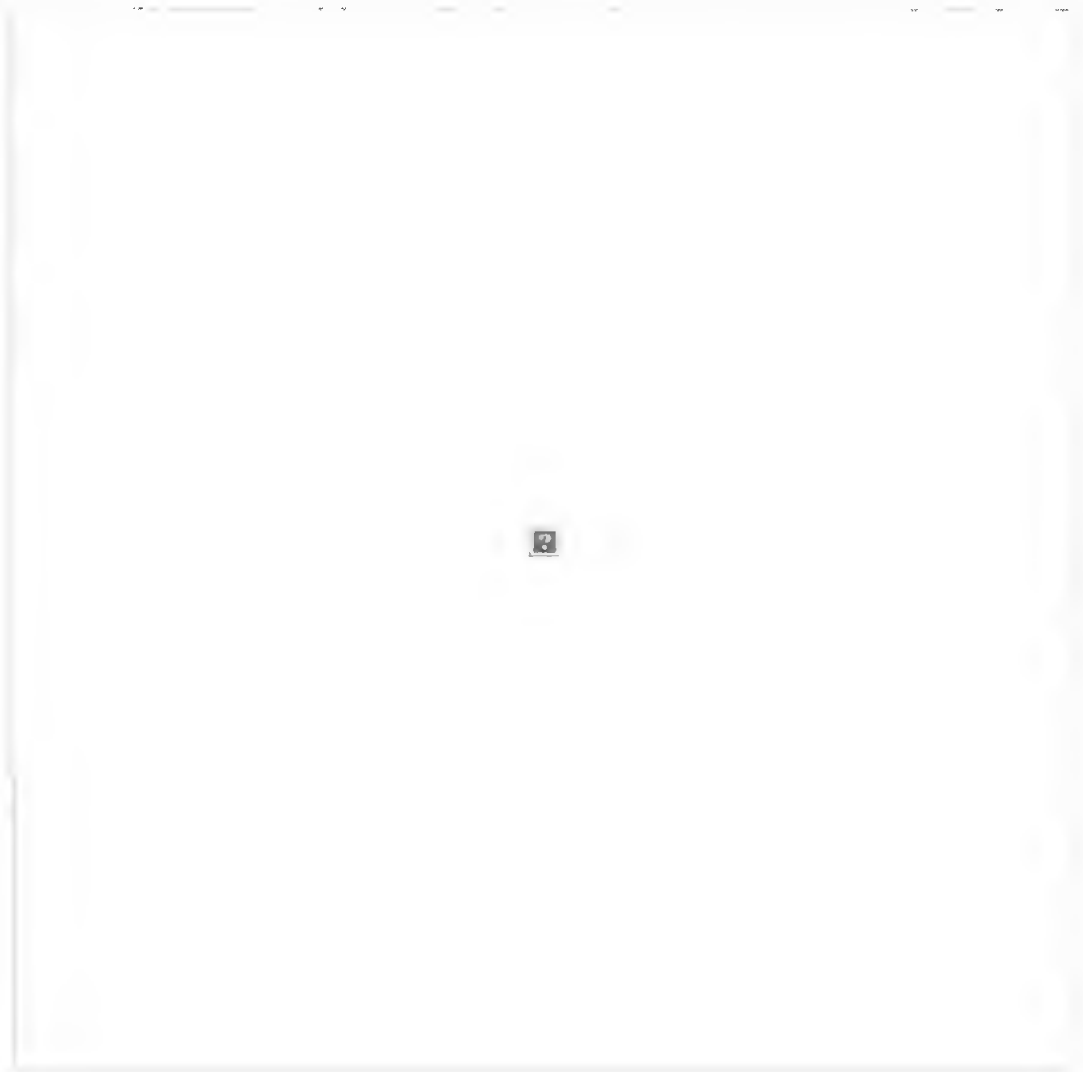
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Our mailing address is:
1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).

From: [Ring Neighbors Portal Team](#)
To: [Matthew J. Calcina](#)
Subject: Video Request Maintenance Completed
Date: Tuesday, July 23, 2019 12:12:09 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



We have successfully completed maintenance to the Neighbors Portal. The Video Request feature is back up and running. Thank you again for your patience.

Stay Safe,
The Ring Neighbors Portal Team



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Our mailing address is:

1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

From: Ring Team
To: Matthew J. Calcina
Subject: Urgent: York Police Department needs your help
Date: Saturday, August 3, 2019 3:52:54 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This is your copy of the Request Video email.
The links below have been disabled in this copy, but the links are active for Ring users.

2

Dear Neighbor,

Ring is assisting **Detective Matthew Calcina** of the **York Police Department** in requesting videos that may help with an investigation of an incident (Incident #1) that occurred near your home. Your Ring device may have captured video that could help. The York Police Department is seeking videos recorded between: **August 2nd from 11:00 PM EDT to 1:00 AM EDT on August 3rd**

[Share Your Ring Videos Now](#)

[Or check your Ring videos before sharing](#)

A message from Detective Calcina:

Please review any video you may have between approximately 11pm last night until approximately 1am this morning . If you come across anything suspicious please share it with us. Thank you.

This is a time-sensitive matter, so please [review and share your Ring videos](#) as soon as possible. Thank you for making your neighborhood a safer place.

If you have any questions or concerns about this incident, please contact **Detective Calcina at York Police Department and reference Incident #1**. If you have any other questions, reply to this email to contact the Ring Team.

Stay safe,
Ring Team

Sharing your videos with law enforcement is absolutely your choice and your privacy is our priority. With this video request, law enforcement will never have access to your Ring device and none of your information (including whether you received a request) is shared with law enforcement without your consent.

By choosing to share your Ring videos, the York Police Department will only receive select video recordings from the requested time frame, along with your email address and physical address. So if you would like to take direct action to make your neighborhood safer, this is a great opportunity. If you do not wish to share your Ring videos, no additional action is needed.

To learn more about video requests, visit our [FAQ](#).

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Email intended for mcalcina@yorkpolice.org
© 2019 Ring LLC or its affiliates 1523 26th Street Santa Monica, CA 90404
[Privacy Notice](#) | [Support](#) | [Terms of Service](#)



From: [REDACTED]
To: [Matthew J. Calcina](#)
Subject: Re: York PD Posting
Date: Thursday, July 18, 2019 5:25:37 PM


CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.


Sounds good and you are not doing anything wrong.

We made an enhancement to this feature by introducing a grid system so no obscurities in any way. But yes, please give me a call tomorrow when you can and I will show you how this works.

[REDACTED]
Partner Success Associate
[REDACTED]

ring-logo2x


1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

 [Download the Neighbors App.](#)
Join the new neighborhood watch.

On Thu, Jul 18, 2019 at 5:19 PM Matthew J. Calcina <mcalcina@yorkpolice.org> wrote:
Anthony,

I'll give you a call in the morning. Just had a quick question about being able to see the People who have cameras in the area. When sending out a video request. I must be doing something wrong because I can't see it. I'll give you a call in the morning.

Thanks,
Matt

Sent from my iPad

On Jul 18, 2019, at 5:13 PM, [REDACTED] wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hey Matt,

I am just seeing your email now. Just tried calling but must have missed you. Give me a call at my cell when you get this [REDACTED]

Partner Success Associate
[REDACTED]

ring-logo2x



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www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Thu, Jul 18, 2019 at 3:36 PM Matthew J. Calcina
<mcalcina@yorkpolice.org> wrote:

Could you please give me a call at 207-361-6809

Thanks

Matthew J. Calcina

Detective

Criminal Investigation Division

Town of York, ME Police Department

<image001.jpg>

9 Hannaford Drive, York, ME 03909-6244

i: www.yorkpolice.org

e: mcalcina@yorkpolice.org

p: (207) 363-6055

f: (207) 361-6818

From: [REDACTED]
To: [Matthew J. Calcina](#); [Mark E. Clifford](#); [Thomas S. Cryan](#); [Jamie A. Robie](#)
Subject: Re: Ring<>York PD Partnership!
Date: Monday, June 10, 2019 10:38:43 AM
Attachments: [Screen Shot 2019-04-17 at 11.31.52 AM.png](#)
[Rye Brook Crime.png](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Law Enforcement Post Template for Video Requesting:

TITLE: INCIDENT TYPE ON STREET NAME

ADDRESS: EXACT ADDRESS WHERE INCIDENT TOOK PLACE (EXACT ADDRESS IS NEVER SHOWN TO PUBLIC)

York Community, This is **OFFICER NAME** with the York Police Department. We are currently investigating a **INCIDENT TYPE** in which Ring is emailing Ring users on the York PDs behalf to gather any videos that can help with our investigation. This request is for any video that captured video on **ENTER THE DATE AND START/END TIME FRAME OF THE VIDEO REQUEST**. Ring users in this area, please check your inbox for an email coming from VideoRequest@ring.com to help us out! Any members of the community who may have other camera systems and captured video that could help investigators are asked to please share those videos/images with the York Police Department as this is a time sensitive matter. You can do this by emailing them to **EMAIL ADDRESS** Thank you all for your assistance in helping us Reduce Crime In Our Community. York PD #555-555-5555 Report#

[REDACTED]
Partner Success Associate
[REDACTED]

ring-logo2x



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www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Mon, Jun 10, 2019 at 10:34 AM [REDACTED]
wrote:

Good Morning York PD Team!

Thank you for joining the training session of Neighbors Portal by Ring! Everyone should have received their initial email to create your account, please email me if you did not receive this email from No-reply@ring.com.

Below is a guide to get started which includes directions on creating your account, key takeaways from today's training, and your unique department link and promo code for special law enforcement offers.

Creating an Account

**Please access the Neighbors Portal using Firefox or Chrome. Internet Explorer is not compatible.*

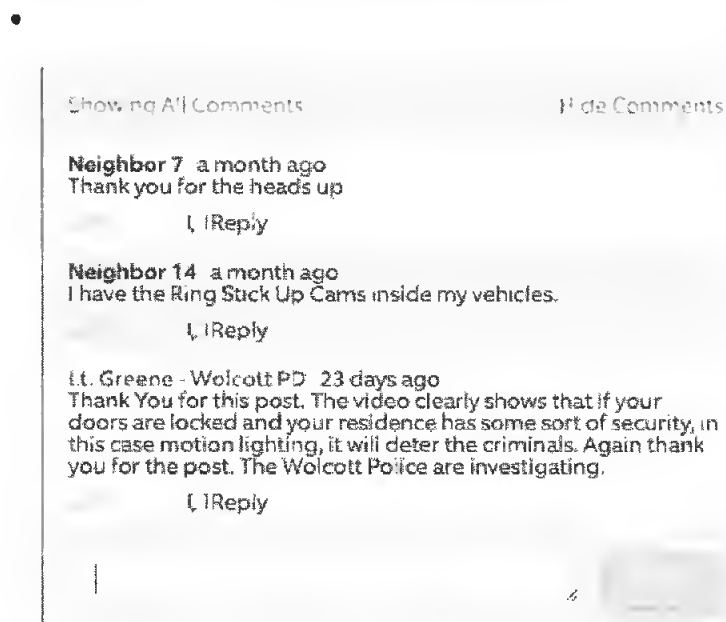
1. Check your inbox for an email from Ring Team
2. Click the **Join Portal** button
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

Key Takeaways

1. **Engage on Portal.** The more your community sees your involvement, the more effective Portal features become when interacting with them.

- A) Comment on every Neighbor Post. - Neighbors will see your title, last name, and Department Name when you comment.

Example (Ring Team Modestine - York PD)



- B) Law Enforcement Post - Neighbors will see the Name of the Department

Example (York PD)

- Here are some examples that should be posted.

- Ex. BOLOS, PSAs, 9 pm Routine, Success Stories, Missing Person, Scams, Events(Community Watch, Coffee w/ Cop) and **every time you send out a Video Request**

- If looking for information please make sure to put in a contact number or email that neighbors can reach out.

-



2. **Join an Alert Zone.** Let us deliver the most important crime related posts directly to your inbox. Joining an Alert Zone is easy:

1. Sign in → click on the blue profile icon in the upper right corner → **My Profile**
2. Click **Select Alert Zone**
3. Choose an **Alert Zone**

3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Portal grows in value with each resident that downloads the Neighbors App.

*For Ring's law enforcement guidelines, please click [here](#).

4. **Community Partner Programs.** Ring Offers a variety of programs to meet the specific needs of local governments, HOAs, Community Groups, and events. Click on the link below to learn more.

<https://communityprograms.ring.com/>

Special Offers for Law Enforcement

1. Download the FREE Neighbors App by texting **Yorkme** to **555888** or by visiting download.ring.com/York
2. Get **\$50 off** of eligible Ring Video Doorbells, Security Cams, and our Ring Alarm when you shop at Ring.com. Use discount code: [REDACTED] and be sure to check out using your department email address (example@Yorkpolice.org)

*Discount does not apply towards accessories and/or already discounted devices, including but not limited to Ring Video Doorbell Classic

Lastly for those that joined the onboarding and if you have a free moment, please click [here](#) to take a quick 2-minute survey on training. If you have any questions or need support at all, feel free to contact me at any time at [REDACTED] It was a pleasure meeting your team and I hope to connect again soon!

Portal: Welcome Message

Title:

York PD Welcome Message!

Address: Enter in 2-3 Address spread throughout your Jurisdiction.

Description:

Hello York Community, This is Ring Team [REDACTED] from the York Police Department. Our police department is excited to be joining the Neighbors by Ring app in efforts to reduce crime in our Community. This app will allow the YPD to inform the community of real-time crime and safety events so you can always stay informed. The Neighbors by Ring App also allows you, the user, to see something share something directly with YPD. You do not need Ring devices to participate, anyone with any camera system can upload content to the Neighbors App! We are encouraging each and every one of you to spread the word out to the community about the Neighbors App. To download please text "Yorkme" to 555888. Remember if you see something share something and Report it to the York Police Department #555-555-5555

Thanks.

Ring Team [REDACTED]

Media:

If you are not posting any video/picture I recommend adding in the department's LOGO in this spot! It will make your post stand out more.

Best,

[REDACTED]

Partner Success Associate

ring-logo2x



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www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.



LE Discount Flyer York PD.pdf

From: [REDACTED]
To: [Matthew J. Calcina](#); [Mark E. Clifford](#); [Thomas S. Cryan](#); [Jamie A. Robie](#)
Subject: Portal Training Survey
Date: Thursday, June 13, 2019 3:51:18 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Afternoon York Pd Team,

I just want to thank you again for your time on Monday to allow me to train all of you on the Neighbors Portal.

If you could be so kind as to fill the survey below, I would greatly appreciate it!

[Portal Survey](#)

Thank you all again and please let me know if you need anything.

[REDACTED]
[REDACTED]
Partner Success Associate
[REDACTED]

ring-logo2x



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[Download the Neighbors App.](#)
Join the new neighborhood watch.

[Agency] First in State to Join 'Neighbors' by Ring

Neighbors app provides users with real-time, local crime and safety information and aims to reduce crime in neighborhoods by connecting people, security cameras and law enforcement.

[CITY, STATE] -- [DATE] – The **[Agency]** today announced that it is the first law enforcement agency in the state of **[STATE]** to join the Neighbors app by Ring (available via iOS/Android here: **[BRANCH LINK]**) to provide the **[CITY/COUNTY]** community with real-time, local crime and safety information. The Neighbors network already has millions of users and has been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe.

Residents can download the free Neighbors app, join their neighborhood, and use the app to: monitor neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from their neighbors, local law enforcement and the Ring team.

[[Agency] quote]

Jamie Siminoff, Chief Inventor and Founder of Ring, said: "Over the past few years we have learned that, when neighbors, the Ring team and law enforcement all work together, we can create safer communities. We're excited to have the **[Agency]** join Neighbors and applaud their leadership in utilizing this free and effective tool to engage residents with up-to-date local crime and safety information while maintaining neighbor privacy first and foremost."

How It Works

- Download the Neighbors app on iOS and Android here: **[BRANCH LINK]** or by texting '[CODE]' to 555888 from your smartphone.
- Opt-in to join your neighborhood.
- Customize the geographic area you want to receive notifications for (users must verify where they are located and cannot participate in other neighborhoods).
- Receive real-time alerts from your neighbors, local law enforcement and the Ring team that inform of crime and safety alerts as they happen.
- View local crime and safety posts via a live feed or interactive map.
- Share text updates, photos and videos taken on any device, including Ring's home security devices.
- Work with your community to make neighborhoods safer.

About [Agency]

[[Agency] boilerplate]

About Neighbors

Neighbors is a neighborhood watch app that provides real-time, local crime and safety information. Download the free Neighbors app (iOS/Android), join your neighborhood, and use the app to: monitor neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from your neighbors, local law enforcement and the Ring team. Download Neighbors (iOS/Android) today to join your digital neighborhood watch. For more information visit www.ring.com/neighbors.

About Ring

Ring's mission is to reduce crime in neighborhoods by creating a Ring of Security around homes and communities. Ring is an Amazon company. The Ring [product line](#), along with [Neighbors](#) by Ring, enable

****Agency Press Release Template****
****INTERNAL USE ONLY UNTIL APPROVED****

Ring to offer affordable, whole-home and neighborhood security devices and services. In fact, one Los Angeles neighborhood saw a 55 percent decrease in home break-ins after Ring Doorbells were installed on just ten percent of homes. For more information, visit www.ring.com. With Ring, you're always home.

###

[Agency] Media Contact
[contact info]

Neighbors Media Contact

[REDACTED]

Public Relations Coordinator, Neighbors by Ring

[REDACTED]

****INTERNAL USE ONLY UNTIL APPROVED****

From: [REDACTED]
To: Matthew J. Calcina; [REDACTED]
Subject: Ring PR Template: First in State
Date: Monday, June 10, 2019 5:26:02 PM
Attachments: RELEASE [Agency] First in State to Join 'Neighbors' by Ring 1.29.19 (1).dotx

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Detective Calcina,

Attached in this email thread is a template the department can use to put out your public announcement. Again this will want to be reviewed by [REDACTED], CC'd in this email before distributing to the public.

If you have any questions please let us know!

Departments Branch Links:
[Download.ring.com/York](https://download.ring.com/York)
Text "Yorkme" to 555888

[REDACTED]
Partner Success Associate
[REDACTED]

ring-logo2x



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Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.



Neighbors by Ring



Neighborhood Update
Suspect in Custody
32nd Street
6:36am



Neighborhood Alert
Suspicious Person
32nd Street
6:08am

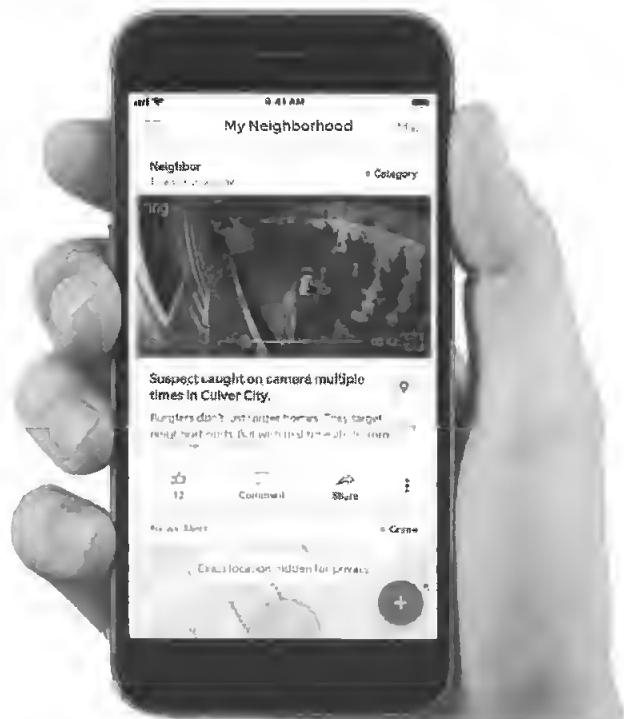


York Police Department has joined Neighbors by Ring!

Neighbors by Ring is the Neighborhood Watch App that sends real-time crime and safety notifications directly to your phone. The **York Police Department** has joined the Neighbors App to share alerts, comment on local issues and help make our communities safer for everyone.

Join the York Police Department on the Neighbors App

Text **yorkme** to **555888** to download the free Neighbors App to see what's going on in your community right now. Share the app with your neighbors, friends and family to make a difference in your neighborhood today.





York Police Department

has joined Neighbors by Ring!



Neighbors by Ring

Neighbors by Ring is the Neighborhood Watch App that sends real-time crime and safety notifications directly to your phone.

Join the **York Police Department** on the Neighbors App by texting yorkme to **555888** or visit download.ring.com/york today.





Neighbors Portal Reference Sheet

Quick Start

**For an optimal experience, please access the Neighbors Portal using Firefox or Chrome.*

First time logging in:

1. Check your inbox for an email from Ring Team
2. Click Join Portal
3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

Returning users:

1. Using either Firefox or Google Chrome, go to <https://nw.ring.com/>
2. Enter your login credentials

Key Takeaways

1. **Engage on Portal.** The more your community sees your involvement, the more effective Portal features become when interacting with them.
2. **Join an Alert Zone.** Let us deliver the most important crime related posts directly to your inbox. Joining an Alert Zone is easy:
 1. Sign in → click the blue profile icon in the upper right corner → My Profile
 2. Click Select Alert Zone
 3. Choose an Alert Zone
3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Portal grows in value with each resident that downloads the Neighbors app.

Questions?

For technical support and/or feedback, contact your Partner Success Manager

[Redacted contact information]

Special Offers for Law Enforcement

1. Download the Neighbors App for free by texting yorkme to 555888 or visit <https://download.ring.com/york>
2. Get \$50 off of eligible Ring Video Doorbells, Security Cams, and our Ring Alarm when you shop at Ring.com. Use discount code: [Redacted] and be sure to check out using your department email address (example@yorkpolice.org).

*Discount does not apply towards accessories and/or already discounted devices, including but not limited to Ring Video Doorbell Classic.



Neighbors by Ring
Memorandum of Understanding

This agreement is entered into this 20th day of May, 2019 by and between Ring LLC ("Ring") and York Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make York's ("Town") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
 - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
 - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

- Make the Neighbors App available to Town residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

Term

Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

Compensation

At no point shall either party receive compensation from each other as a result of this program.

Confidentiality

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

5/21/2019

Date: _____

By: _____

389F1A1F19C3476

Name: _____

Title: _____ Director of Operations

Agency

Date: May 20, 2019

By: York Police Department

Name: Matthew J. Calamia

Title: Detective

Verification Code* _____

*A four digit verification code was mailed to the primary point of contact at this agency to the address listed in public records. Please provide that code prior to submitting the MOU for processing.